

# Washington Health Program Report Due Dates Exhibit 11

## Reports Due for 2010

Name of Report	Report Due Date	HCA Recipient	Other Recipient
Contractor's Non-Business Days for 2010	August 1, 2010	<a href="#">TBD e-mail address</a>	
Complaints, Grievances, Denials and Appeals 7 – 9/10	November 1, 2010	<a href="#">TBD e-mail address</a>	HCA Valicert
Paid Claims Data - 2010 Monthly	Due within 30 days from end of each month	<a href="#">TBD e-mail address</a>	Milliman

## Reports Due for 2011

Name of Report	Report Due Date	HCA Recipient	Other Recipient
Contractor's Non-Business Days for 2011	January 1, 2011	<a href="#">TBD e-mail address</a>	
Performance Standards 7 – 12/10 (unless otherwise noted in Exhibit 3)	January 31, 2011	<a href="#">TBD e-mail address</a>	
Complaints, Grievances, Denials and Appeals 10 – 12/10	February 1, 2011	<a href="#">TBD e-mail address</a>	HCA Valicert
Coordination of Benefits Report for claims paid from 7 – 12/10	February 1, 2011	<a href="#">TBD e-mail address</a>	
Experience Reports BH	March 31, 2011	<a href="#">TBD e-mail address</a>	Milliman
Complaints, Grievances, Denials and Appeals 1 – 3/11	May 1, 2011	<a href="#">TBD e-mail address</a>	HCA Valicert
Performance Standards 1 – 6/11 (unless otherwise noted in Exhibit 3)	July 31, 2011	<a href="#">TBD e-mail address</a>	
Complaints, Grievances, Denials and Appeals 4 – 6/11	August 1, 2011	<a href="#">TBD e-mail address</a>	HCA Valicert
Coordination of Benefits Report for claims paid from 1 – 6/11	September 1, 2011	<a href="#">TBD e-mail address</a>	
Paid Claims Data - 2011 Monthly	Due within 30 days from end of each month	<a href="#">TBD e-mail address</a>	Milliman

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**Washington Health Program  
Report Due Dates  
Exhibit 11**

**Reports Due for 2012**

<b>Name of Report</b>	<b>Report Due Date</b>	<b>HCA Recipient</b>	<b>Other Recipient</b>
Complaints, Grievances, Denials and Appeals 10 – 12/11	February 1, 2012	<a href="#">TBD e-mail address</a>	HCA Valicert
Coordination of Benefits Report for claims paid from 7 – 12/11	February 1, 2012	<a href="#">TBD e-mail address</a>	
Experience Reports BH	March 31, 2012	<a href="#">TBD e-mail address</a>	Milliman
HEDIS® (Exhibit 9)	June 15, 2012	<a href="#">TBD e-mail address</a>	NCQA's Interactive Data Submission System
CAHPS (Exhibit 5)	August 30, 2012	<a href="#">TBD e-mail address</a>	